

## **Vermont Mental Health Performance Indicator Project**

DDMHS, Weeks Building, 103 South Main Street, Waterbury, VT 05671-1601 (802-241-2638)

### **MEMORANDUM**

TO: Vermont Mental Health Performance Indicator Project  
Advisory Group and Interested Parties

FROM: John Pandiani and Monica Simon

DATE: April 23, 2004

RE: Location of Service to Adult Mental Health Clients

This is the third in our series of PIP reports that presents information on the location in which services are provided to CMHC clients by different treatment programs. Previous reports in this series focused on Community Rehabilitation and Treatment (CRT) Programs for adults with serious mental illness ([www.ddmhs.state.vt.us/docs/pips/2004/pip040204.pdf](http://www.ddmhs.state.vt.us/docs/pips/2004/pip040204.pdf)) and Children's Services Programs ([www.ddmhs.state.vt.us/docs/pips/2004/pip041604.pdf](http://www.ddmhs.state.vt.us/docs/pips/2004/pip041604.pdf)). This week's PIP focuses on the location in which services were provided by Adult Mental Health Outpatient Programs, Emergency Services Programs, and Substance Abuse Programs. As in the previous reports in this series, this week's PIP provides an overview of the volume of service provided in each of 5 broad categories of service location: office settings, community settings, home settings, school settings, and other settings. Data used in this analysis were extracted from Monthly Service Report (MSR) files submitted to DDMHS by designated community mental health service providers.

As you will see, all three programs reported this week provided much more service in office locations than was reported for Children's or CRT programs. Children's Services programs provided only 39% of their services in office settings and CRT programs provided 66% of their services in office settings, while Adult Outpatient and Emergency Services Programs provided more than 84% of their services in office settings, and Substance Abuse Programs provided 96% of their services in office settings.

The Adult Outpatient Programs at each agency provided more than 70% of their services in office settings and most provided more than 80% of their services in office settings. Only one demographic group received less than 80% of its services in a clinic setting. This was the elderly population (65 years of age and older) who received 32% of their services in home settings, 13% in community settings, and 27% in other settings. Ninety-four percent of these "other" services were provided in nursing homes.

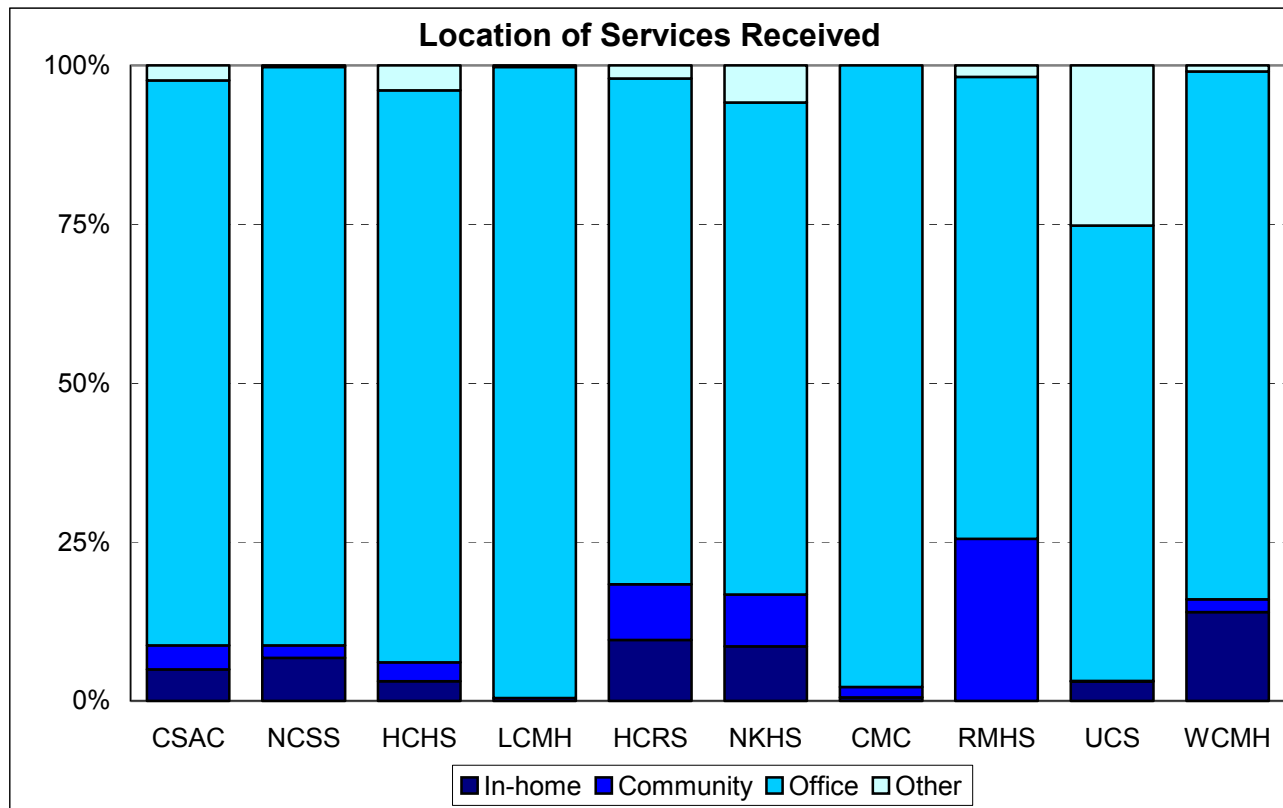
In Emergency Services Programs, there were very large differences among agencies in the location in which services were provided. Five Emergency Programs reported providing less than 10% of their services in community settings, while one agency (HCRS) reported providing

90% of its services in community settings. Three Emergency Services Programs reported substantial numbers of services provided in other settings (41% for UCS, 29% for LCMH, and 16% for NCSS). Almost all of these services were provided in hospital locations. There were only small differences among age and gender groups in the location in which emergency services were received.

Five of the 8 CMHC based Substance Abuse Programs reported all or almost all of their services were provided in office settings. Only two agencies reported more than 5% of services were provided in community settings (HCRS with 14% and NKHS with 10%). There were only small differences among age and gender categories in the location in which services were provided.

We look forward to your comments, questions, and suggestions for further analysis of data regarding the location in which mental health services are provided by different treatment programs. As always, you can reach us at 802-241-2638 or by e-mail to [pip@ddmhs.state.vt.us](mailto:pip@ddmhs.state.vt.us).

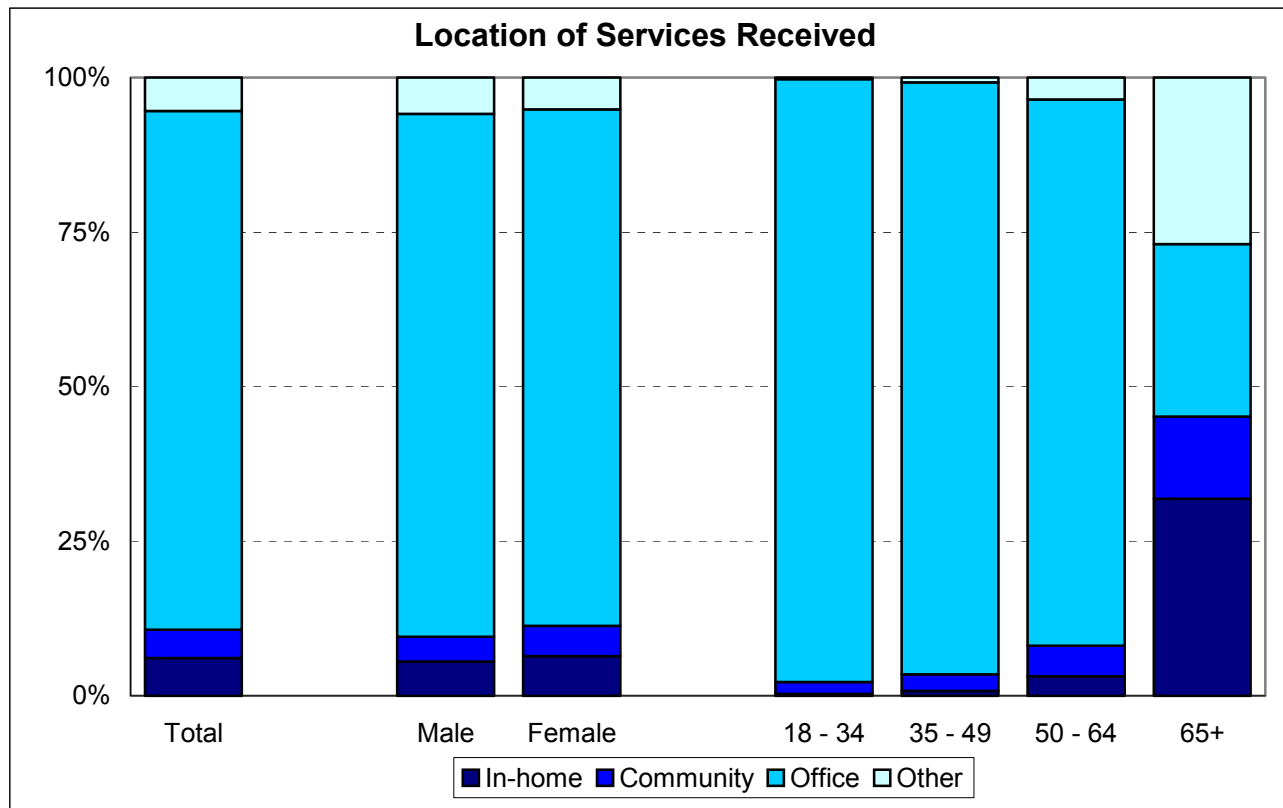
Adult Outpatient Programs  
Location of Service  
By Provider: FY 2003



Provider	Location of Service								Total Services
	In-home		Community		Office		Other		
	Number	Percent	Number	Percent	Number	Percent	Number	Percent	
CSAC	443	5%	344	4%	8,005	89%	214	2%	9,006
NCSS	462	7%	134	2%	6,222	91%	18	0%	6,836
HCHS	201	3%	195	3%	5,879	90%	258	4%	6,533
LCMH	0	0%	7	0%	1,529	99%	4	0%	1,540
HCRS	787	10%	717	9%	6,529	80%	169	2%	8,202
NKHS	516	9%	492	8%	4,661	77%	352	6%	6,021
CMC	27	1%	84	2%	4,970	98%	0	0%	5,081
RMHS	0	0%	767	25%	2,190	73%	54	2%	3,011
UCS	273	3%	7	0%	6,456	72%	2,266	25%	9,002
WCMH	1,180	14%	171	2%	7,019	83%	83	1%	8,453
Total	3,889	6%	2,918	5%	53,460	84%	3,418	5%	63,685

Analysis includes adults who were assigned to and served by Adult Outpatient Programs. "Other" includes services received in nursing homes, hospitals, schools, and PNMI settings.

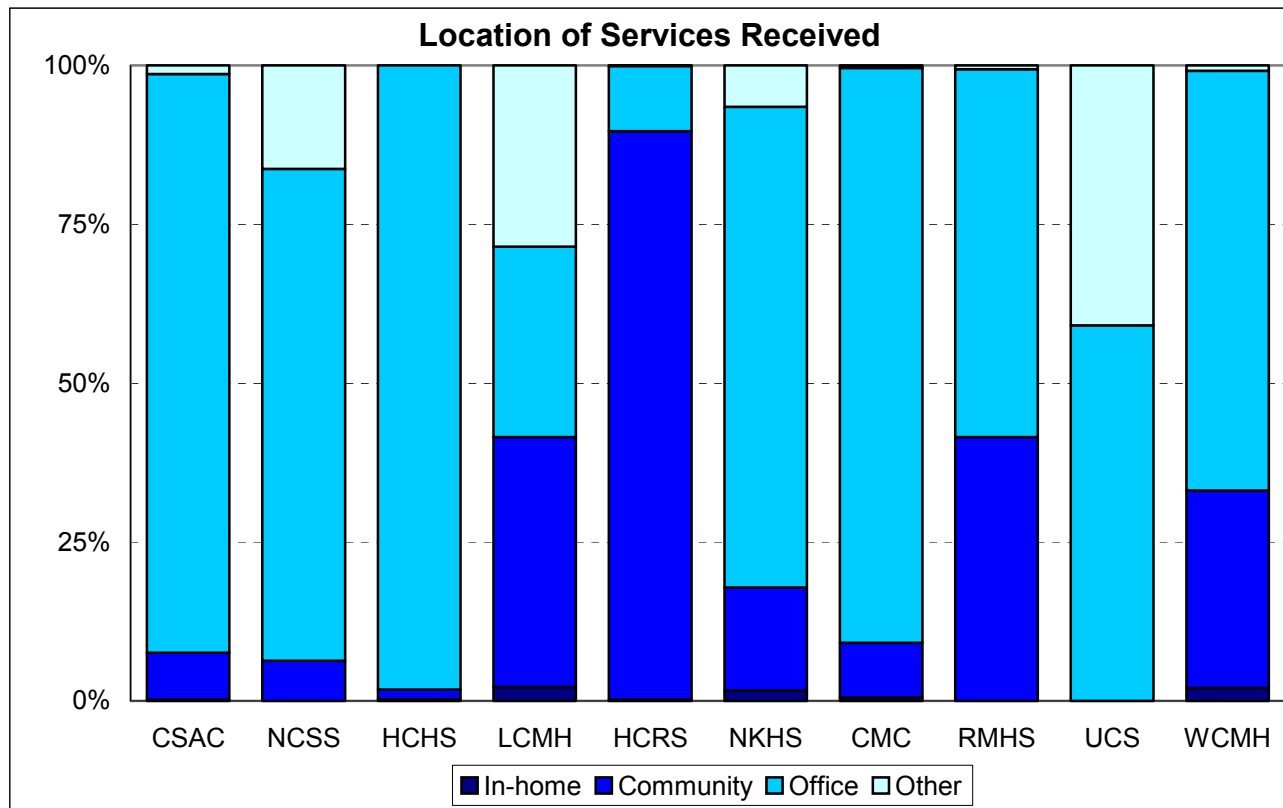
Adult Outpatient Programs  
Location of Service  
By Age and Gender: FY 2003



	Location of Service								
	In-home		Community		Office		Other		Total Services
	Number	Percent	Number	Percent	Number	Percent	Number	Percent	
Total	3,889	6%	2,918	5%	53,460	84%	3,418	5%	63,685
Male	1,179	6%	859	4%	18,061	85%	1,254	6%	21,353
Female	2,710	6%	2,059	5%	35,399	84%	2,164	5%	42,332
18 - 34	61	0%	346	2%	17,986	98%	48	0%	18,441
35 - 49	177	1%	619	3%	22,123	96%	183	1%	23,102
50 - 64	375	3%	586	5%	10,478	88%	420	4%	11,859
65+	3,276	32%	1,367	13%	2,873	28%	2,767	27%	10,283

Analysis includes adults who were assigned to and served by Adult Outpatient Programs. "Other" includes services received in nursing homes, hospitals, schools, and PNMI settings.

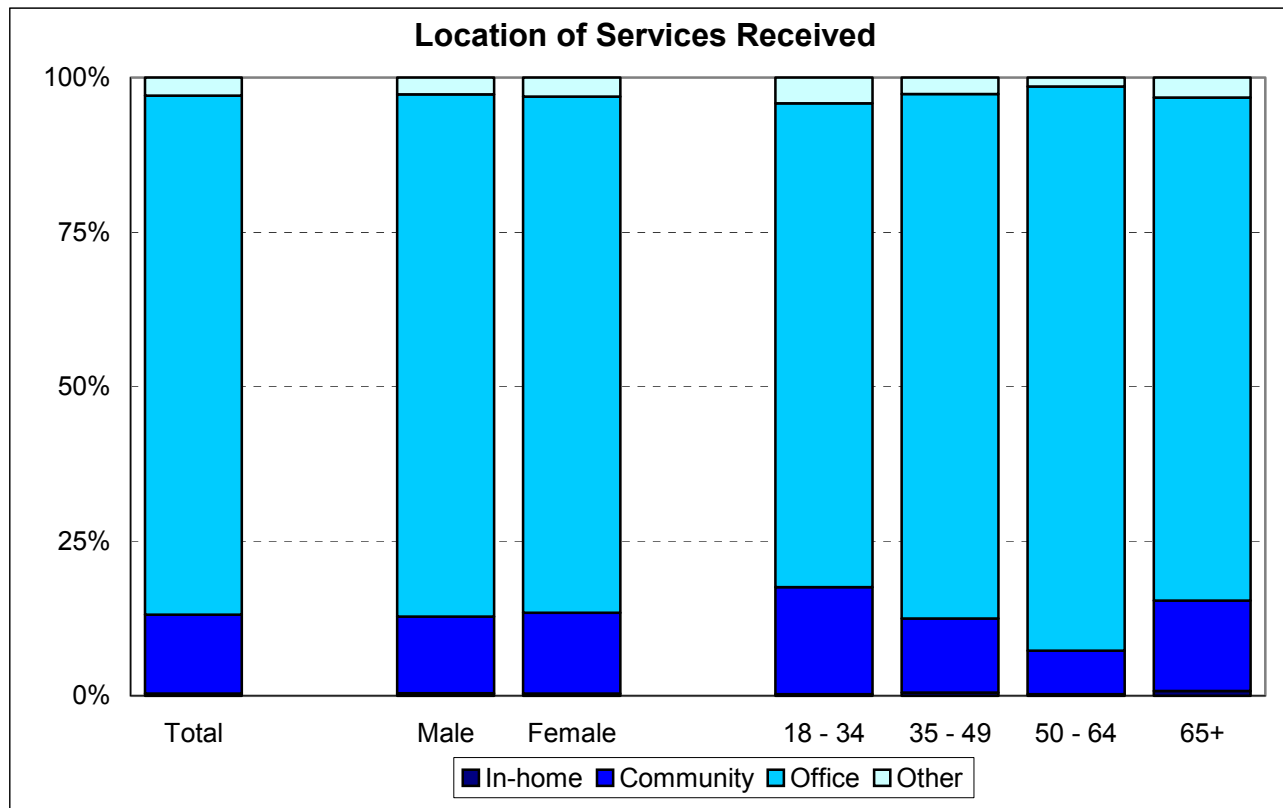
Emergency Services Programs  
Location of Service  
By Provider: FY 2003



Provider	Location of Service								
	In-home		Community		Office		Other		Total
	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Services
CSAC	4	0%	149	7%	1,845	91%	28	1%	2,026
NCSS	0	0%	91	6%	1,118	77%	235	16%	1,444
HCHS	34	0%	184	1%	12,066	98%	1	0%	12,285
LCMH	6	2%	109	39%	83	30%	79	29%	277
HCRS	2	0%	964	90%	110	10%	1	0%	1,077
NKHS	14	2%	140	16%	653	76%	56	6%	863
CMC	8	1%	123	9%	1,302	90%	6	0%	1,439
RMHS	0	0%	878	41%	1,225	58%	13	1%	2,116
UCS	0	0%	0	0%	345	59%	239	41%	584
WCMH	19	2%	296	31%	628	66%	8	1%	951
Total	87	0%	2,934	13%	19,375	84%	666	3%	23,062

Analysis includes adults who were served by Emergency Services Programs. "Other" includes services received in nursing homes, hospitals, schools, and PNMI settings.

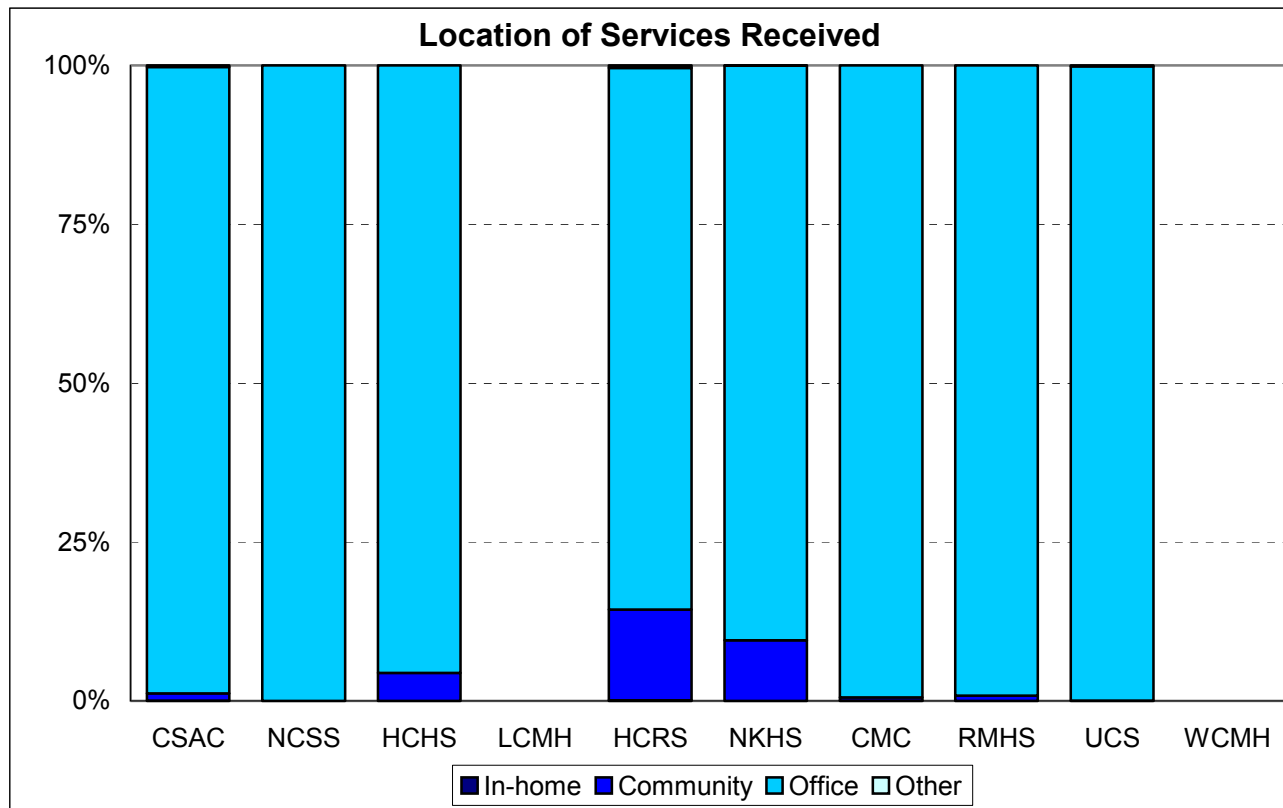
Emergency Services Programs  
Location of Service  
By Age and Gender: FY 2003



	Location of Service								
	In-home		Community		Office		Other		Total Services
	Number	Percent	Number	Percent	Number	Percent	Number	Percent	
Total	87	0%	2,934	13%	19,375	84%	666	3%	23,062
Male	44	0%	1,359	12%	9,285	85%	298	3%	10,986
Female	43	0%	1,575	13%	10,090	84%	368	3%	12,076
18 - 34	19	0%	1,303	17%	5,901	78%	313	4%	7,536
35 - 49	47	0%	1,134	12%	8,023	85%	249	3%	9,453
50 - 64	14	0%	364	7%	4,710	91%	75	1%	5,163
65+	7	1%	133	15%	741	81%	29	3%	910

Analysis includes adults who were served by Emergency Services Programs. "Other" includes services received in nursing homes, hospitals, schools, and PNMI settings.

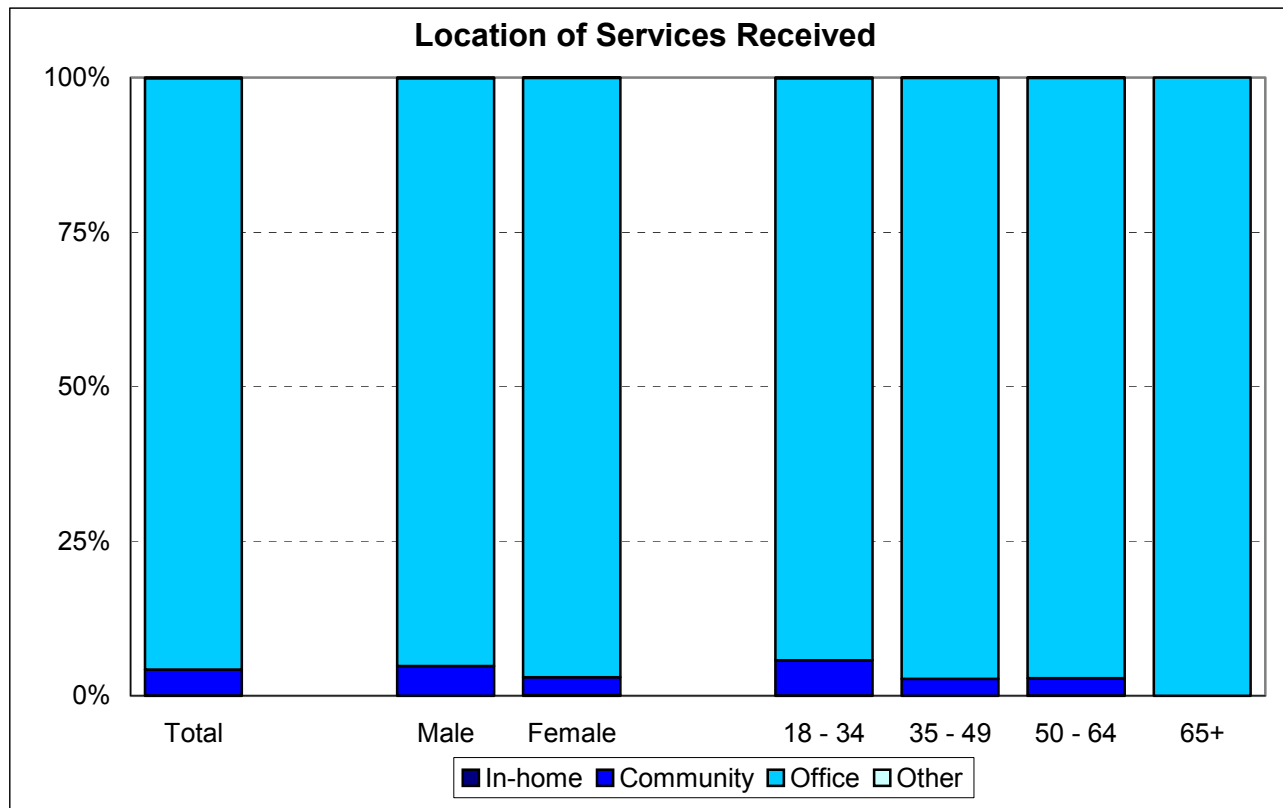
Substance Abuse Programs  
Location of Service  
By Provider: FY 2003



Provider	Location of Service								Total Services
	In-home		Community		Office		Other		
	Number	Percent	Number	Percent	Number	Percent	Number	Percent	
CSAC	1	0%	30	1%	2,660	99%	7	0%	2,698
NCSS	0	0%	0	0%	37	100%	0	0%	37
HCHS	0	0%	532	4%	11,634	96%	0	0%	12,166
LCMH	---	---	---	---	---	---	---	---	---
HCRS	6	0%	706	14%	4,231	85%	21	0%	4,964
NKHS	0	0%	414	10%	3,923	90%	2	0%	4,339
CMC	4	0%	44	0%	8,800	99%	2	0%	8,850
RMHS	0	0%	46	1%	5,538	99%	0	0%	5,584
UCS	0	0%	1	0%	3,480	100%	5	0%	3,486
WCMH	---	---	---	---	---	---	---	---	---
Total	11	0%	1,773	4%	40,303	96%	37	0%	42,124

Analysis includes adults who were assigned to and served by Substance Abuse Programs. "Other" includes services received in nursing homes, hospitals, schools, and PNMI settings.

Substance Abuse Programs  
Location of Service  
By Age and Gender: FY 2003



	Location of Service								
	In-home		Community		Office		Other		Total Services
	Number	Percent	Number	Percent	Number	Percent	Number	Percent	
Total	11	0%	1,773	4%	40,303	96%	37	0%	42,124
Male	0	0%	1,372	5%	27,016	95%	30	0%	28,418
Female	11	0%	401	3%	13,287	97%	7	0%	13,706
18 - 34	7	0%	1,204	6%	19,900	94%	26	0%	21,137
35 - 49	2	0%	450	3%	15,869	97%	8	0%	16,329
50 - 64	2	0%	119	3%	4,088	97%	3	0%	4,212
65+	0	0%	0	0%	446	100%	0	0%	446

Analysis includes adults who were assigned to and served by Substance Abuse Programs. "Other" includes services received in nursing homes, hospitals, schools, and PNMI settings.